

Ilford Medical Centre

Practice Manager: Anita Vallamkonda

Authorised representatives: Suhasini Winter & Sally Curtis

Date of visit: 25th July 2018

Recommendations made in original report	Provider Response	Comments from Review
<p>1. To make the website more accessible, patients should be able to:</p> <ul style="list-style-type: none">○ Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.○ Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments.	No response	The representatives were told changes have not been made to the accessibility of the website.
<p>2. The surgery should consider putting a sign directing patients to the main entrance.</p>	No response	The practice manager said the surgery are planning on putting up a sign directing patients to the main entrance.

<p>3. A Communications Handbook with basic images of common BSL and Makaton symbols should be available in the reception enabling staff to communicate more effectively with patients who have communication impairments.</p>	<p>No response</p>	<p>The representatives were told the surgery has a communications book in reception.</p>
<p>4. Although we understand that people with communication needs often attend appointments with their carers; staff should reduce reliance on carers, family and friends to relay information to the individual. This is because it compromises a patients' right to privacy and dignity.</p>	<p>No response</p>	<p>The surgery have implemented some plans to restrict reliance on carers and family for those who need assistance. The practice manager said they offer a chaperone service and are able to access British Sign Language on the computer.</p>
<p>5. Although staff have been provided with training on supporting patients with visual impairment, hearing impairment and learning disabilities, their responses when asked about providing information in alternative formats was not sufficient. This suggests that staff members require additional training or a refresher course to ensure that they can support patients adequately.</p>	<p>No response</p>	<p>The practice manager said staff members received training in April/May of this year.</p>

<p>6. The surgery should consider changing the fire alarms so that there is a flashing red light as well when the alarm sounds. This will allow Deaf people to know when the fire alarm goes off.</p>	<p>No response</p>	<p>The representatives were told a grant has been agreed by NHS England to put this in place, as such this is in the pipeline.</p>
<p>7. The complaints/compliments procedure should be available in a variety of formats such as large print.</p>	<p>No response</p>	<p>The representatives did not observe a procedure on the noticeboard. They were told it had been taken down temporarily and will be put back on the noticeboard.</p>
<p>8. The surgery should put another hearing loop sign in a visible area for patients.</p>	<p>No response</p>	<p>The representatives noted there was another hearing loop sign in the reception area.</p>
<p>9. The electronic screen should be fixed as soon as possible. This will help to ensure that patients know when it is their turn.</p>	<p>No response</p>	<p>The electronic screen is now working and there is audio as well as visual display to inform patients of their appointment.</p>
<p>10. The surgery needs to put a clear procedure in place to identify communication needs of existing patients. Some patients acquire communication impairments after registration or as they become older;</p>	<p>No response</p>	<p>The practice manager said a list has been circulated to all staff to inform them of patients with these needs.</p>

reviewing a patients needs every few years would be good practice.		
11. Staff members should be provided with information of the organisation for booking BSL interpreters.	No response	The practice manger said staff members have been told how they can book interpreters.